

Technical Memorandum: Third Public Survey



2040 Plan – NC Statewide Transportation Plan Update

To:	Tyler Bray, NCDOT; Terry Arellano, NCDOT; Nicole Meister, NCDOT
From:	Judy Meyer, PIA (Atkins Team)
Date:	June 15, 2012
Subject:	2040 Plan Third/Final Public Survey Response Report

A third and final public survey was released for the 2040 Plan in April 2012 in both electronic and hard copy form. While the first survey released in April 2011 sought ideas and thoughts about the future of transportation, and the second public survey released in September 2011 asked people to provide input on specific transportation investments and funding options, the third and final survey asked people to react to the recommendations contained in the 2040 Plan.

The survey should not be considered statistically valid as would the results from a poll or other formal survey instrument.

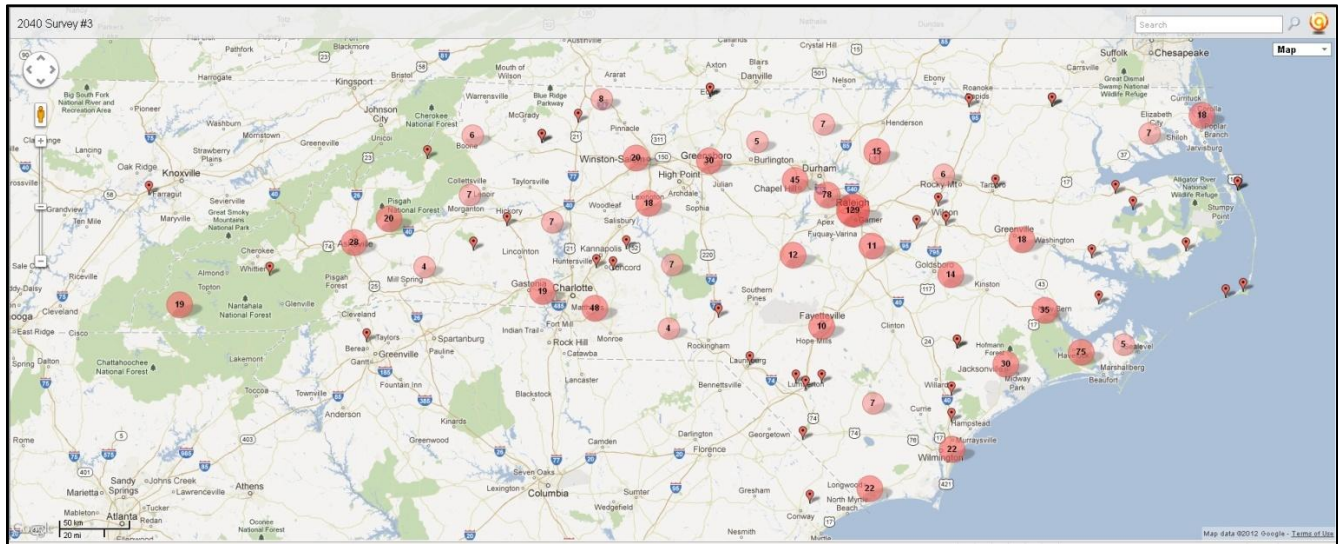
Notice of the availability of the survey was sent to 2040 Plan Statewide Stakeholder Group (SSG) and Agency Coordination Group (ACG) members. An email also was sent to more than 900 organizations, agencies and institutions with a request to complete the survey and to pass it on to others. Follow-up calls were made to an estimated 450 organizations to make sure they received the email and to reiterate the request to distribute it to others.

A link to the survey was displayed prominently on the NCDOT web page dedicated to the 2040 Plan. Notice of the survey also was included in media releases sent to English and non-English media across the state. Messages urging people to complete a third and final survey were posted to Facebook and Twitter. Specific contacts were made to request assistance with completing surveys with organizations capable of reaching Hispanics and African-Americans and persons of low wealth, limited English proficiency or with disabilities. Specific contacts also were made with state colleges, universities and the community college system. A video Public Service Announcement was posted to YouTube, and the video was broadcast in both English and Spanish caption versions at all North Carolina Department of Motor Vehicle licensing offices.

The survey was made available beginning April 11, 2012 and it closed on May 25, 2012.

A total of 878 survey responses were submitted during this time period. All surveys submitted were in English.

The first question asked respondents to enter their Zip code. The map on the following page illustrates where comments originated from across the state.



The second and third questions asked whether respondents were students, and if so, what level of education. Five percent of respondents said they were students, and 98 percent of those said they were college students. A total of 95 percent of respondents said they were not students.

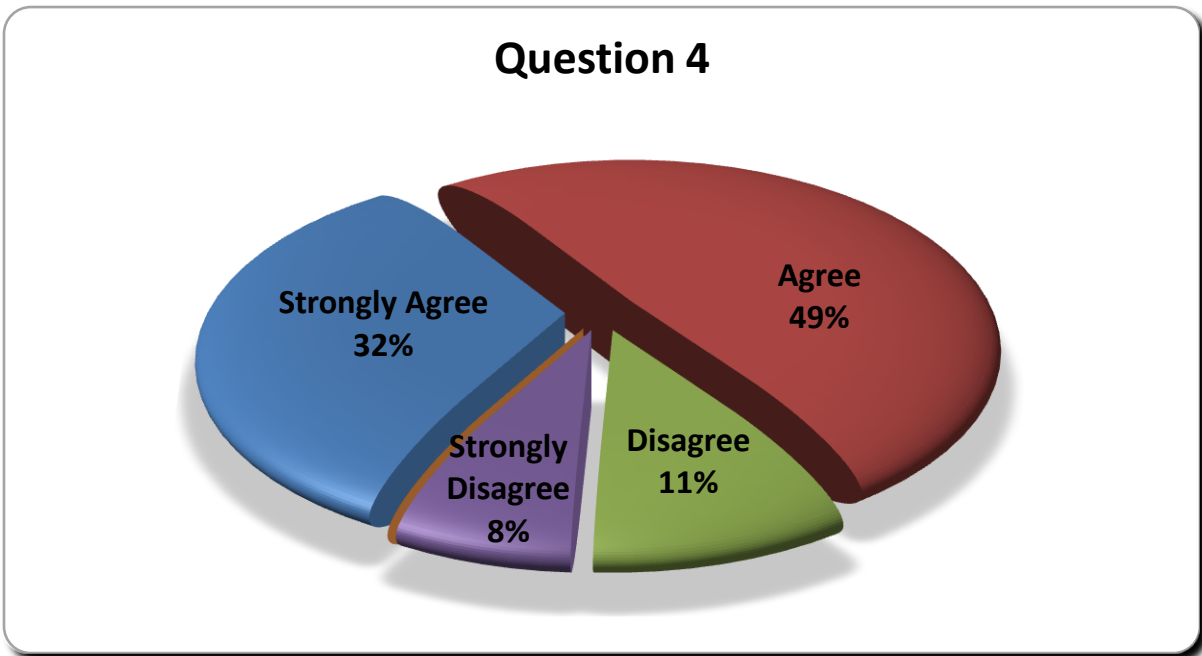
Highlights of feedback from the survey include:

- Nearly 82 percent of respondents agreed that the state's priorities for transportation spending should be 1) Ensuring safety; 2) Preserving our current transportation systems; and 3) Addressing mobility needs of statewide significance.
- Seventy-two percent of respondents strongly agreed or agreed that NCDOT's transportation systems are providing adequate service. Of the 28 percent who disagreed, most said alternate modes are inadequate.
- Nearly 88 percent of respondents think it is important to have a better transportation system in 2040 than what exists today even though it will require more funding.
- A bit more than 85 percent of respondents believe the state should try to achieve a better or best transportation service.
- More than 90 percent of respondents agreed with nearly all of the statements/recommendations related to Policies, Procedures and Processes. Eighty percent agreed with all of the proposed statements. The two PPP recommendations that received less than 90 percent support, were 1) focus on multimodal facilities of statewide importance (82 percent) and 2) improve opportunities for NCDOT partners to accelerate local and regional improvements by allowing increased local transportation spending (88 percent).

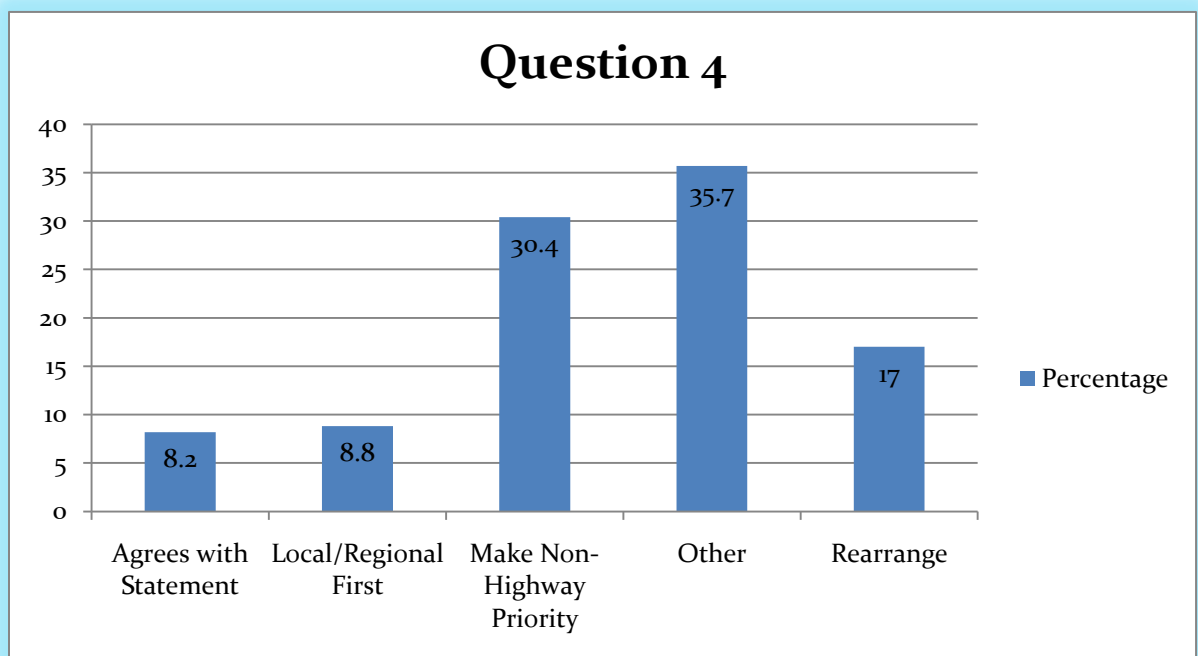
The following pages provide details about the responses to each question of the survey, with the open-field comments grouped as much as possible. It should be noted that many of the "Other" responses to questions included complaints about specific roads or services, general comments not related to the question, comments about the wording or validity of the survey, and other remarks that could not be grouped. Many of the comments did not comply with the request to provide a comment only to describe why the respondent strongly disagreed with a recommendation or statement.

QUESTION No. 4

The 2040 Plan recommends that transportation spending be ranked as follows: 1) Ensure safety; 2) Preserve our current transportation system; and 3) Address mobility needs of statewide significance.

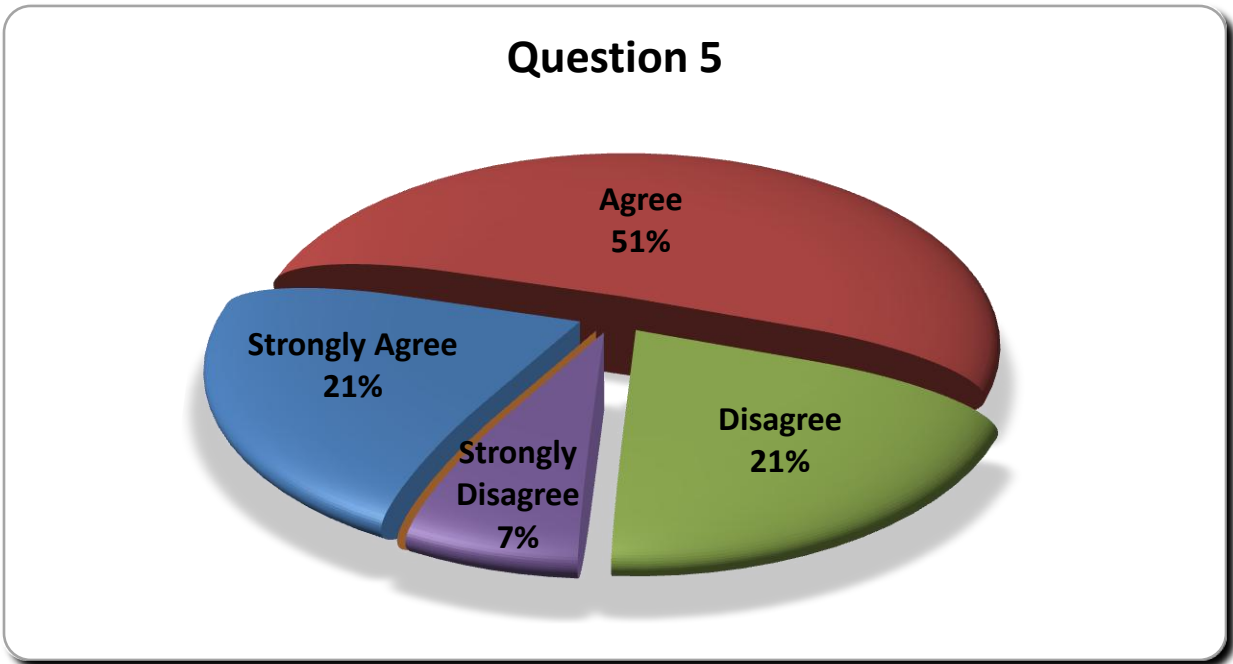


The following chart provides a percentage breakdown of the 171 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

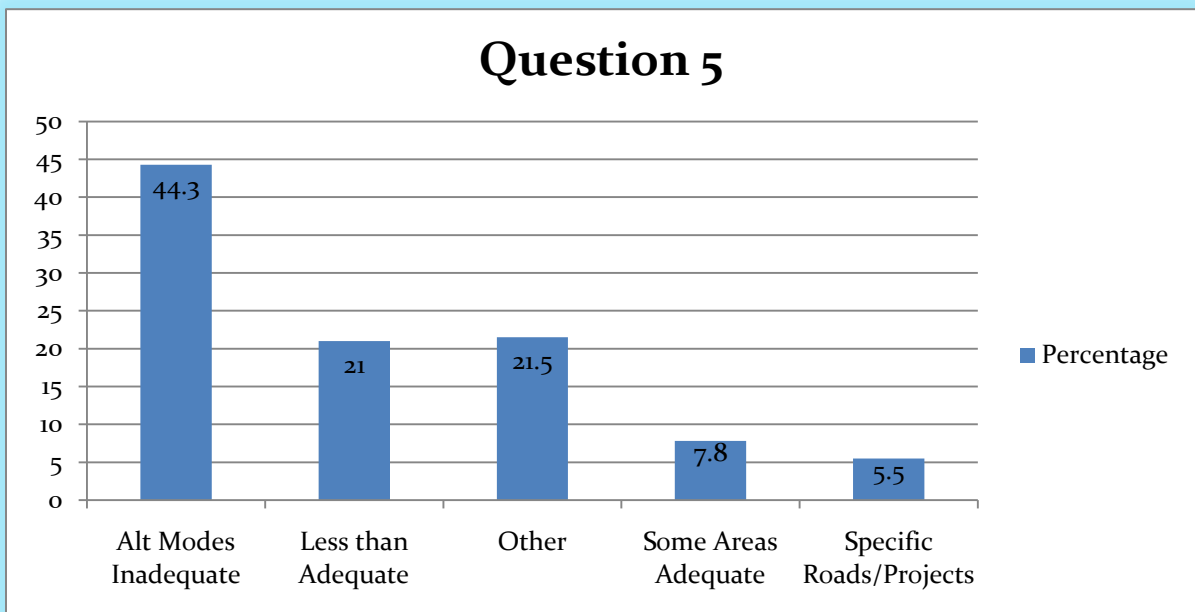


QUESTION No. 5

Planners and engineers from NCDOT and its partners have determined North Carolina's current overall transportation system (consisting of all modes – highway, bus rail, air, water, pedestrian and bicycle) is providing adequate services, but not great. How strongly do you agree with this assessment?



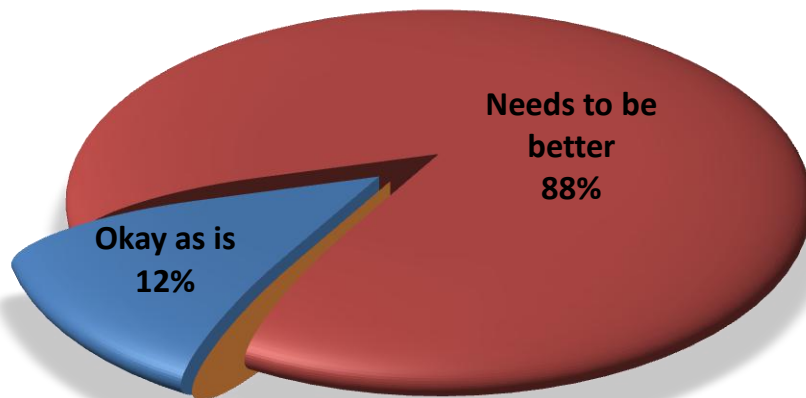
The following chart provides a breakdown of the 219 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:



QUESTION No. 6

Moving into the future toward the year 2040, do you think it important that NC have a better transportation system than it has today, knowing this will require additional funding?

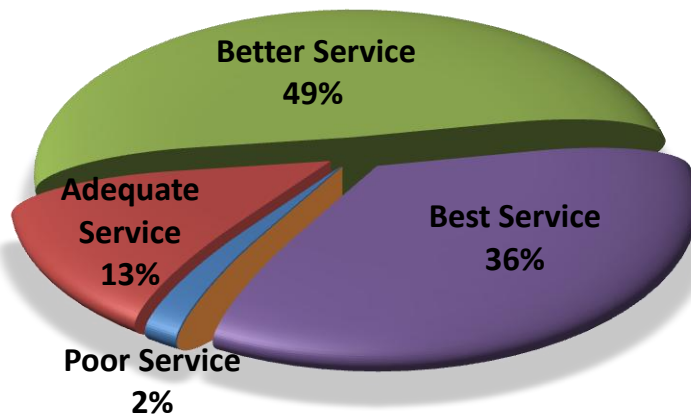
Question 6





QUESTION No. 7


Based on projected revenue streams, NCDOT estimates it will receive \$54 billion over the next 30 years for transportation spending. This is not enough money to maintain our existing transportation system or meet the anticipated transportation needs as our population grows and ages. We must make a decision about what quality or condition we desire for our transportation systems. The following shows service level descriptions and the amount of money needed to achieve that level of service. Please indicate which level you believe the state should strive to achieve?


Question 7



 Poor service - minimal ability to maintain current level of service, with increased congestion, fewer choices among ways to get around, and no freight improvements - need \$6 billion more over 30 years

 Adequate service - maintaining physical condition and current level of service, with no improvement in congestion, mobility options, or freight movement - need \$32 billion more over 30 years

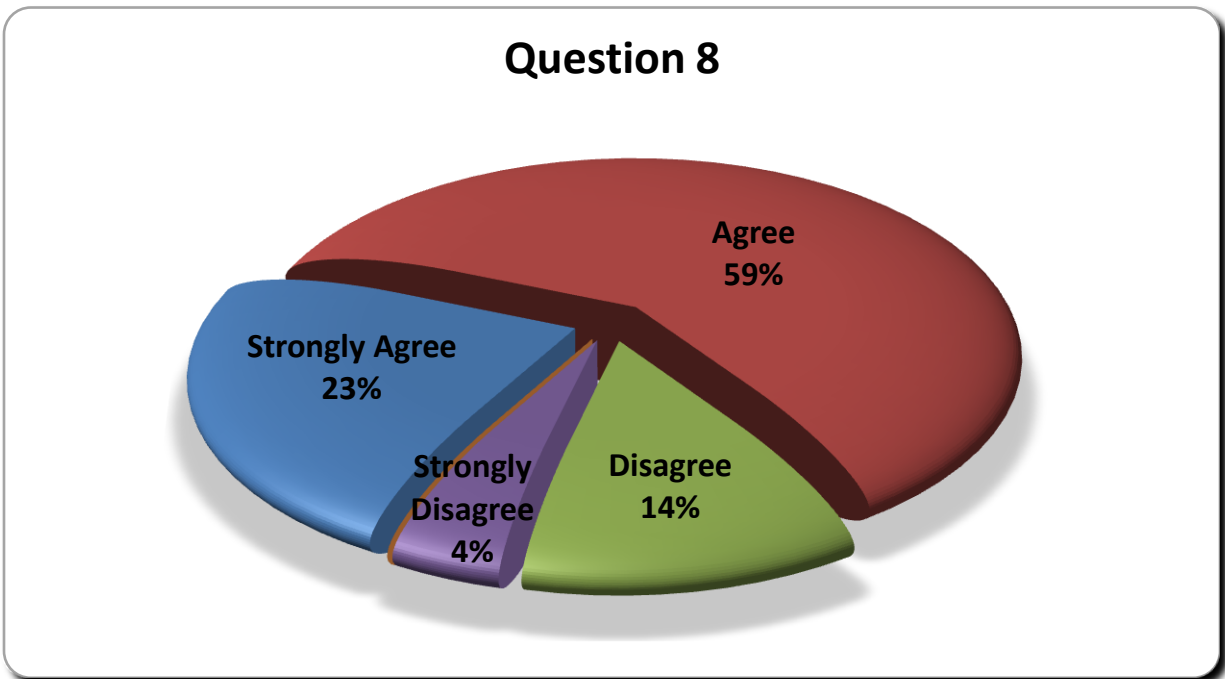
 Better service - improving physical condition of the current transportation system and creating new facilities and services - need \$67 billion more over 30 years

 Best service - improving physical condition of current systems to a high-quality and expanding or improving roadways, bus and rail operations, airport runways, ferries, ports, and bicycle and pedestrian facilities - need \$94 billion more over 30 years

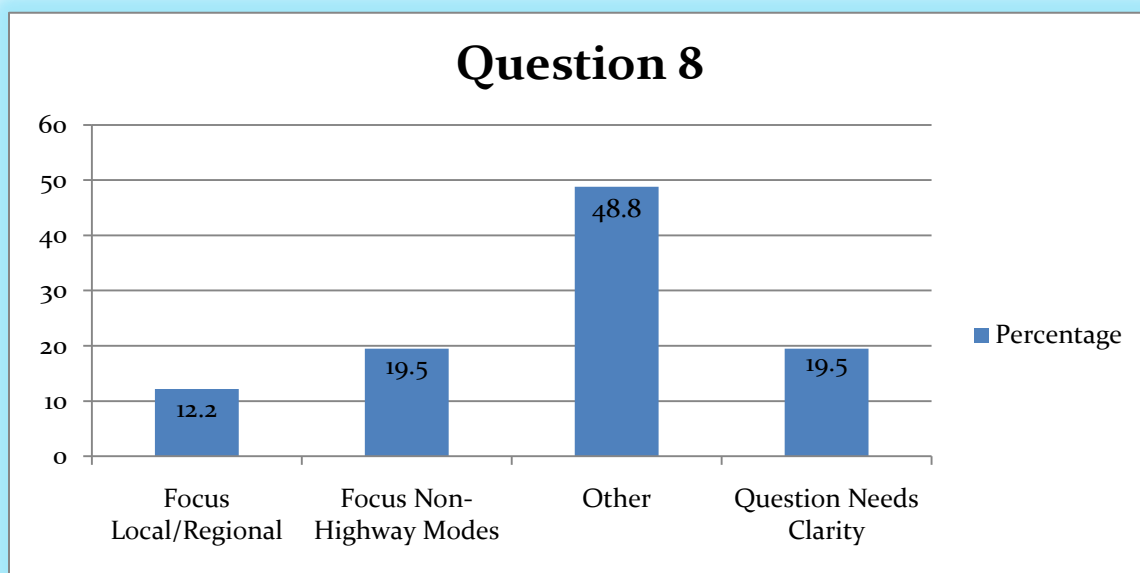
For questions 8-17, the survey said: “The 2040 Plan recommends some ways that NCDOT can deliver transportation facilities and services more effectively. Please indicate your level of agreement with NCDOT pursuing these recommendations.”

QUESTION No. 8

Focus investments on multimodal facilities of statewide importance

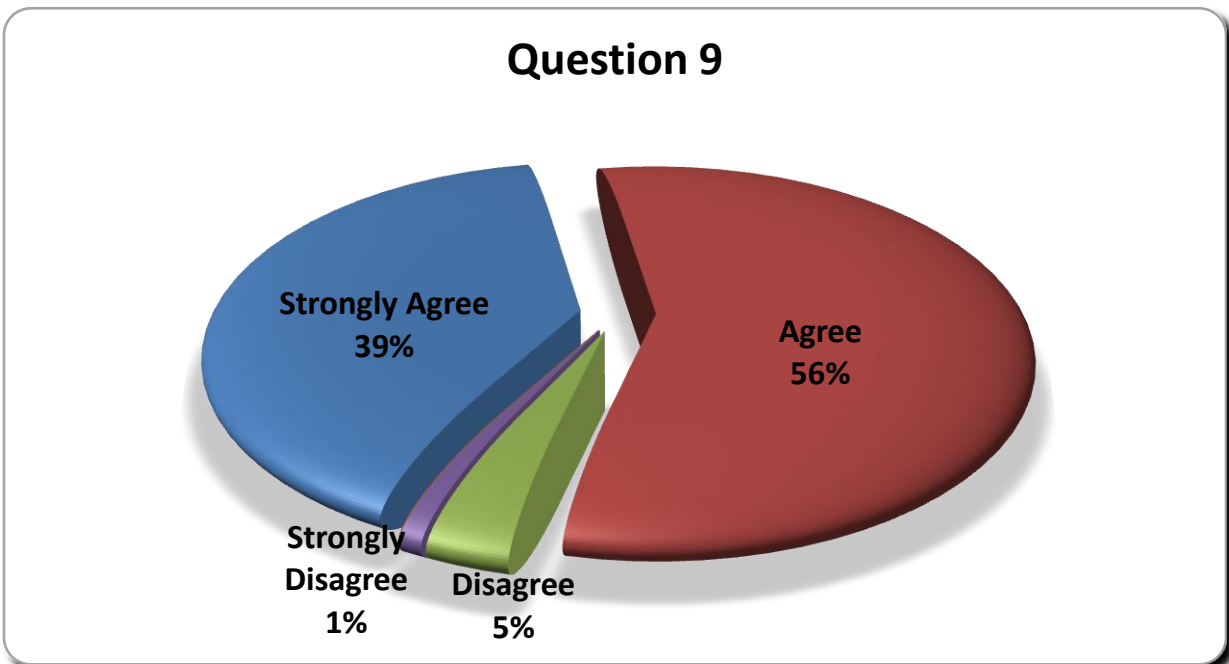


The following chart provides a percentage breakdown of the 82 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

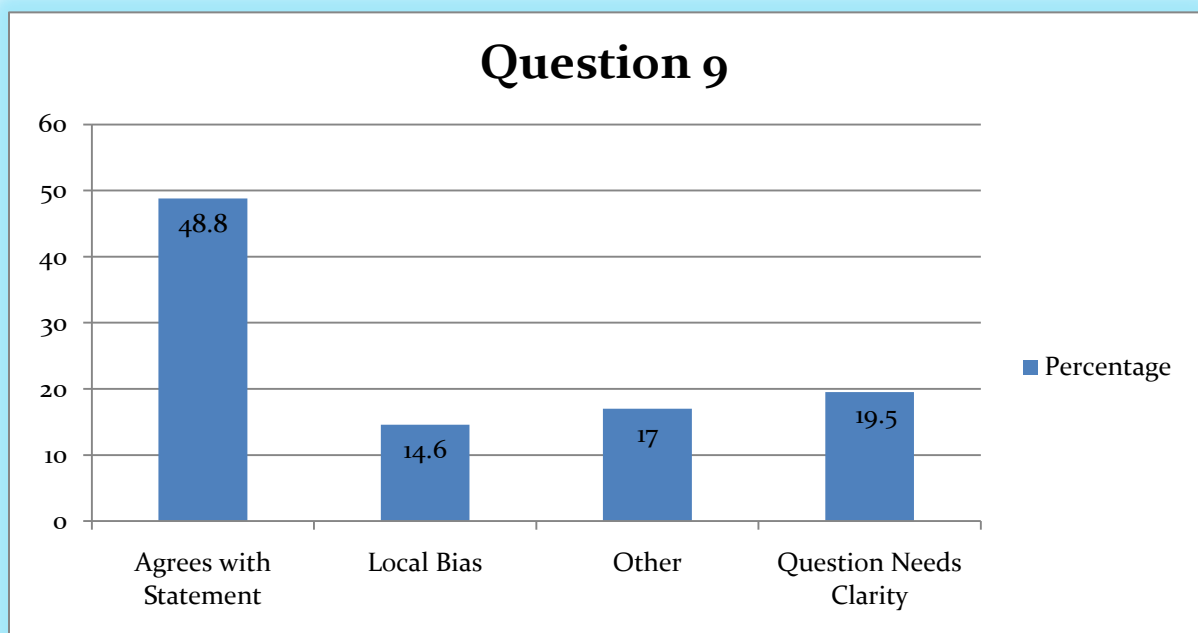


QUESTION No. 9

Work with regional planning partners to increase flexibility and responsiveness.

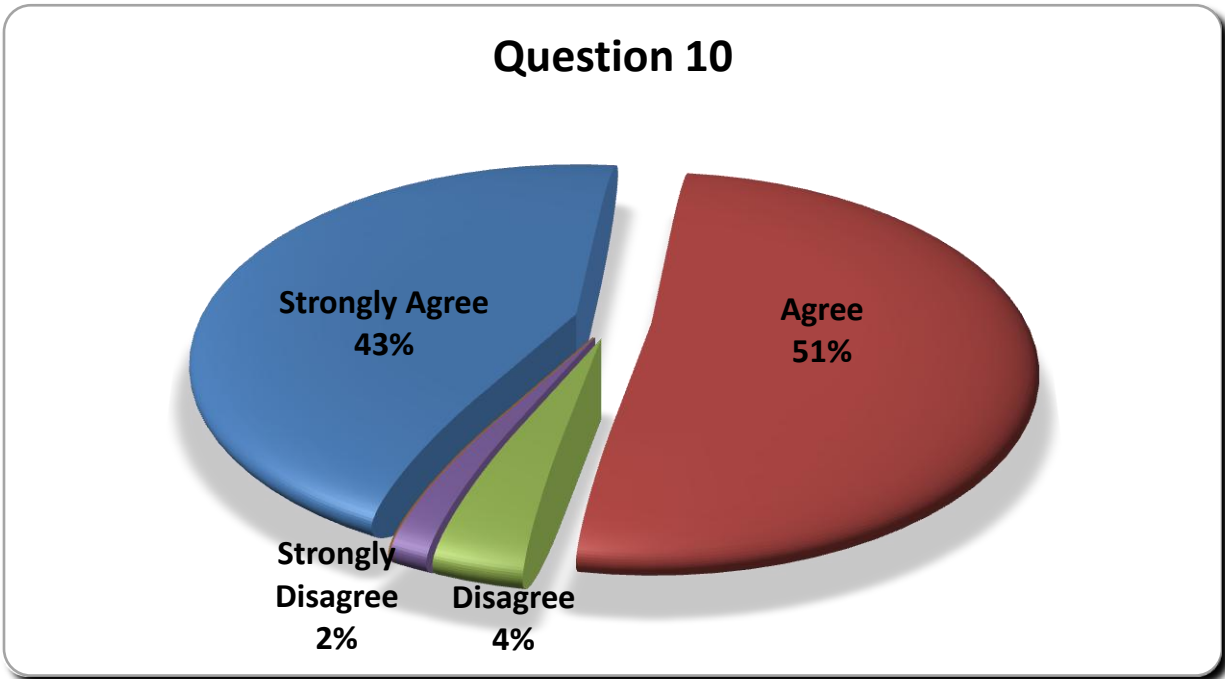


The following chart provides a percentage breakdown of the 41 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

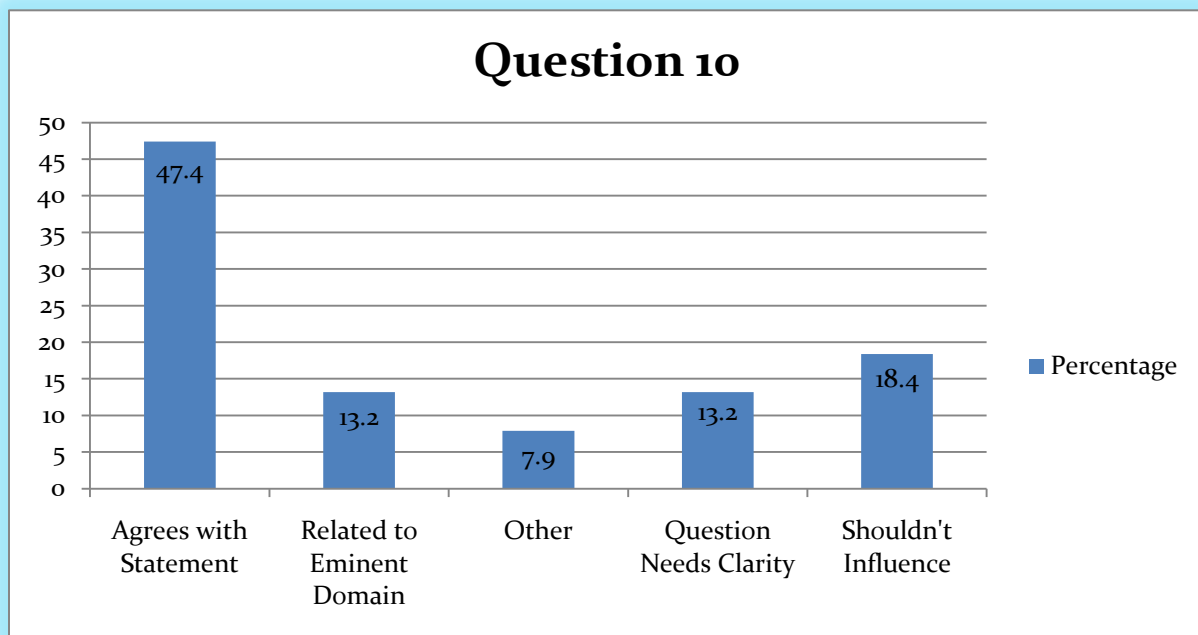


QUESTION No. 10

Encourage stronger links between land use and transportation decisions

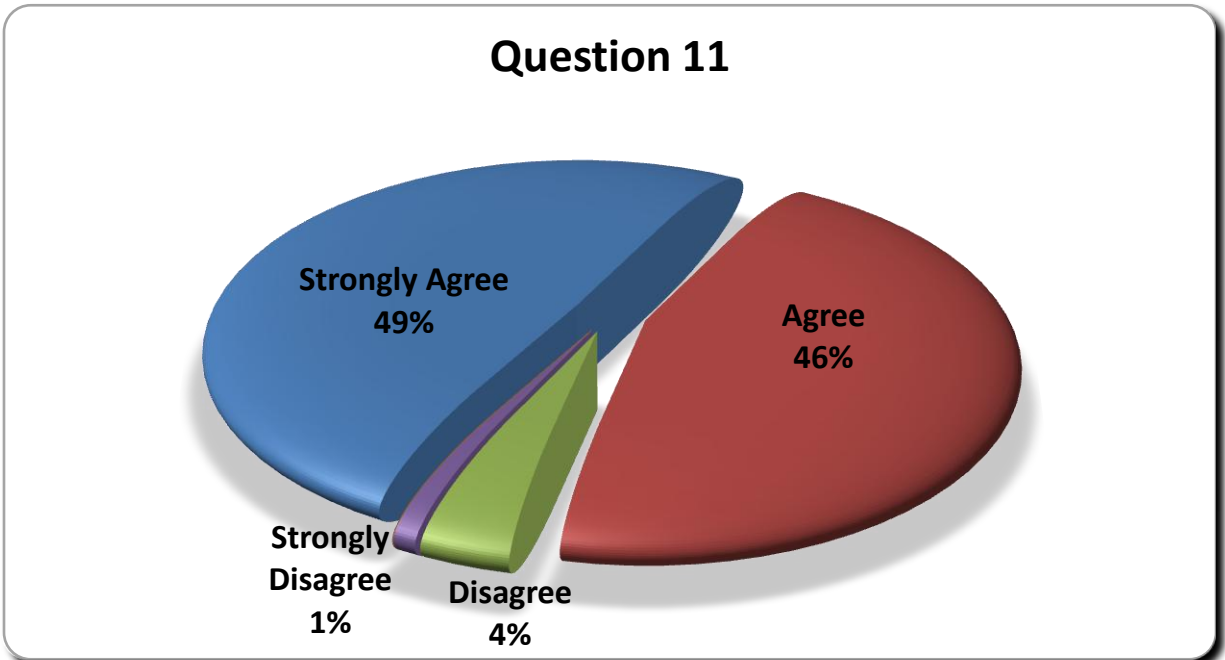


The following chart provides a percentage breakdown of the 57 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

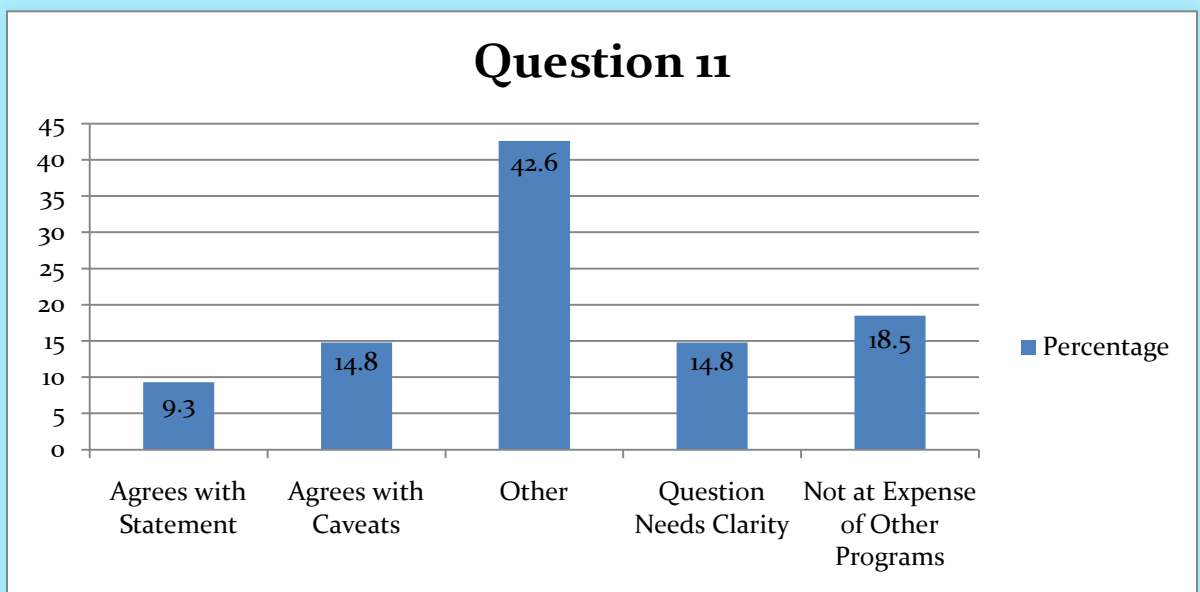


QUESTION No. 11

Expedite project delivery through improved efficiency and flexibility

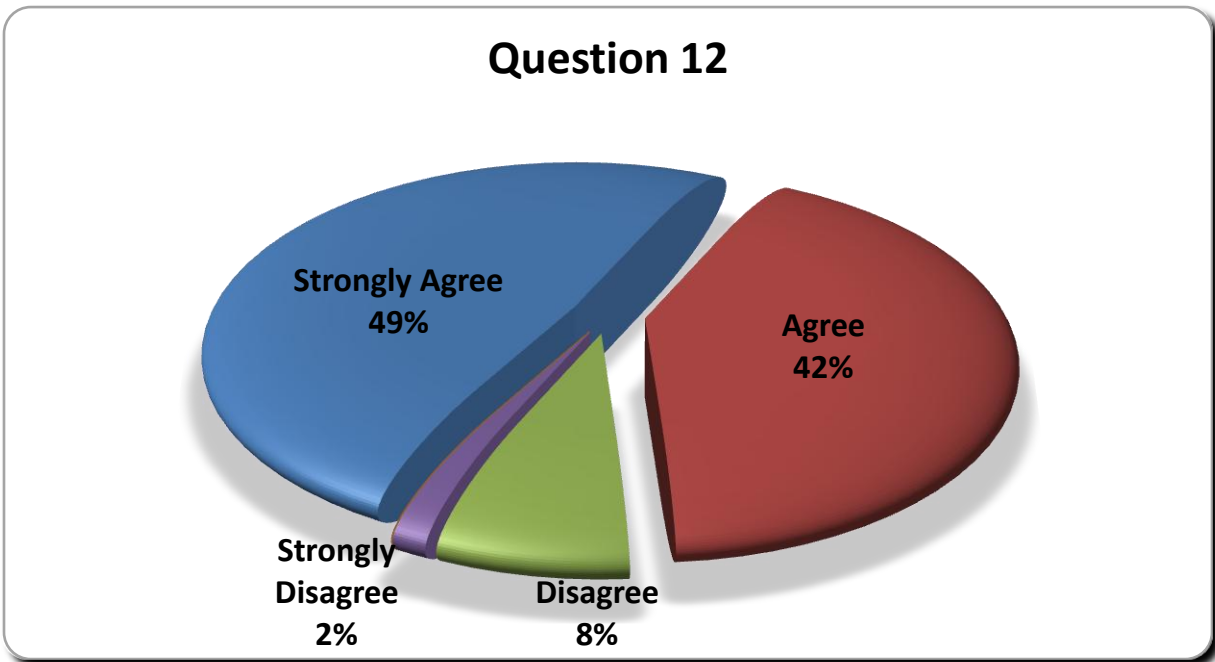


The following chart provides a percentage breakdown of the 54 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

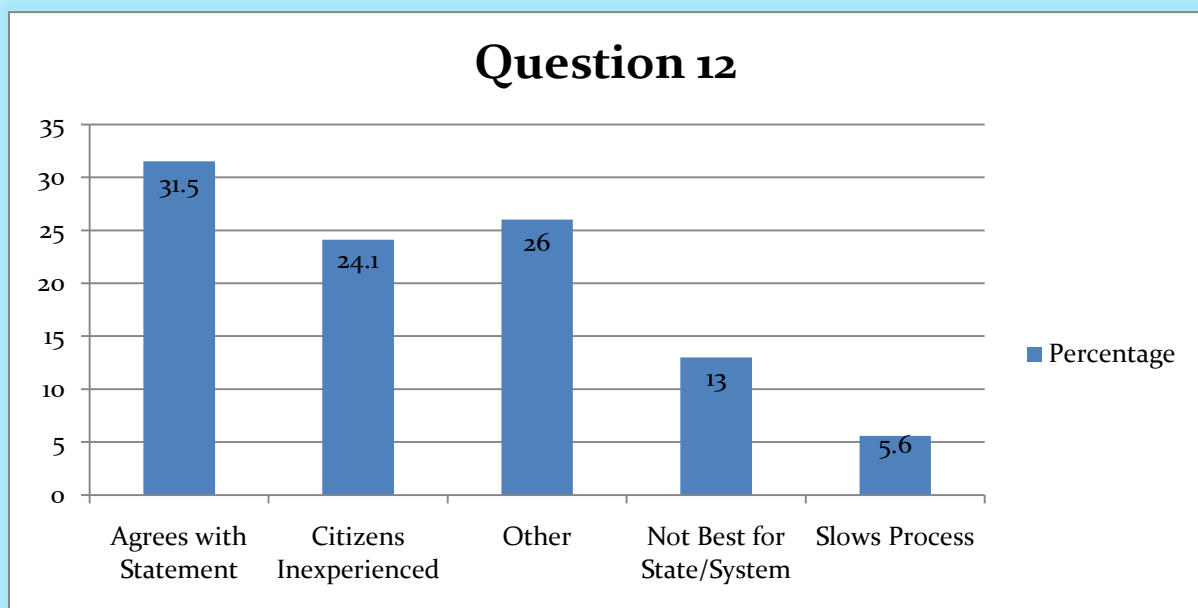


QUESTION No. 12

Ensure that all North Carolinians have opportunities to be involved in transportation decision-making discussions

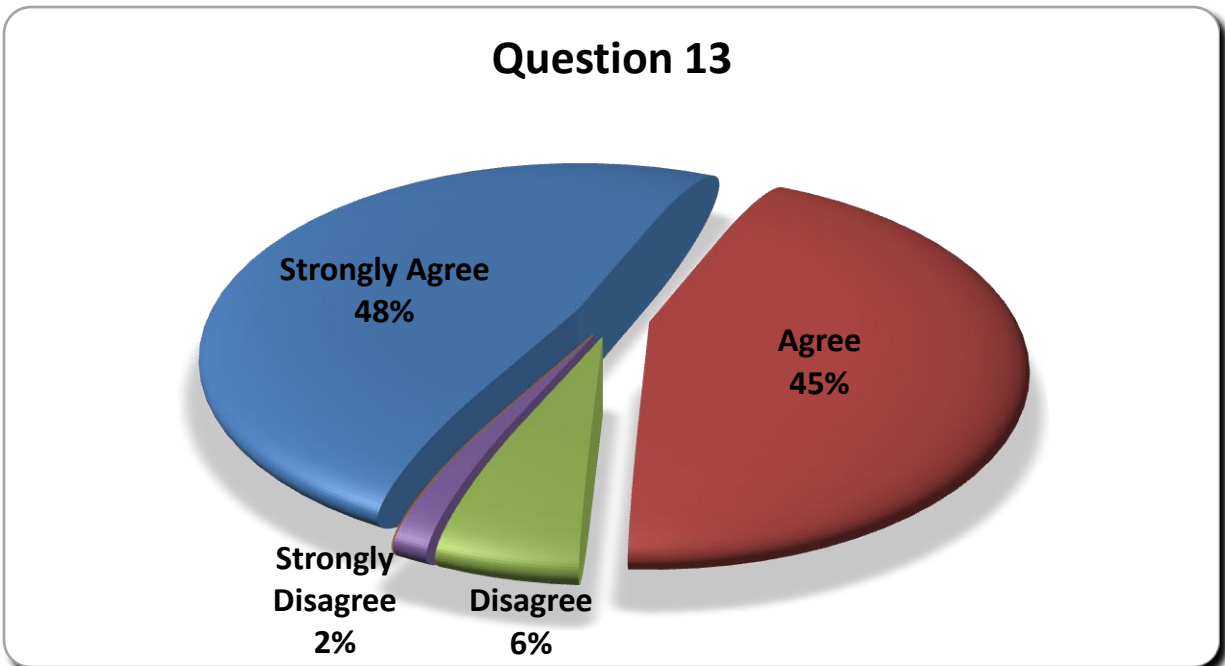


The following chart provides a percentage breakdown of the 54 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

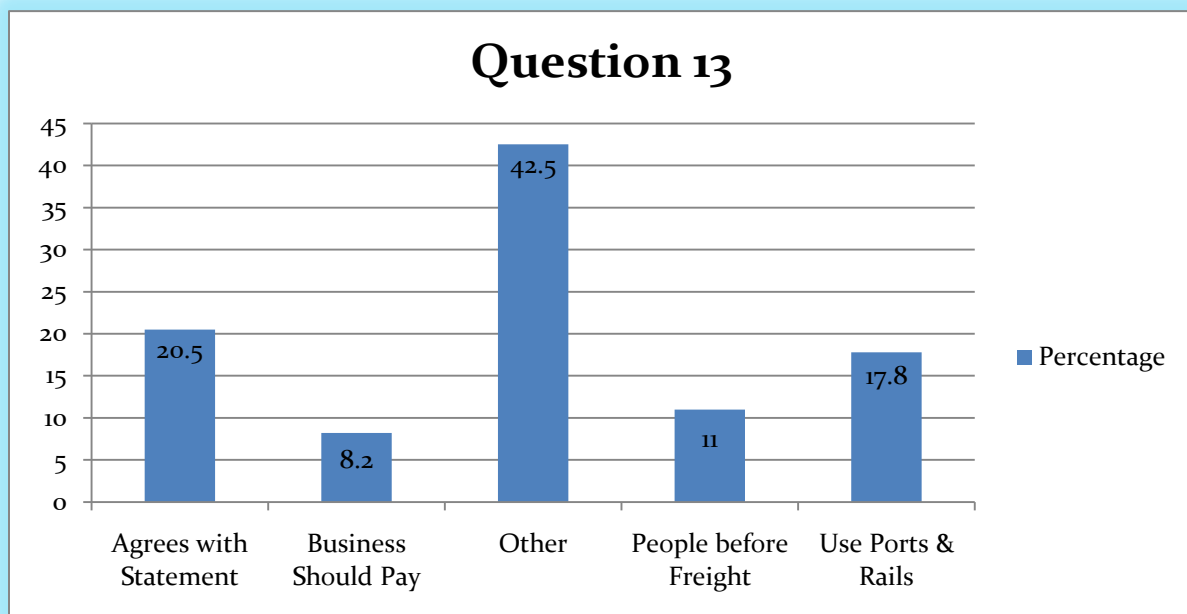


QUESTION No. 13

Improve freight movements to reduce costs to business and to maximize economic opportunities and job creation

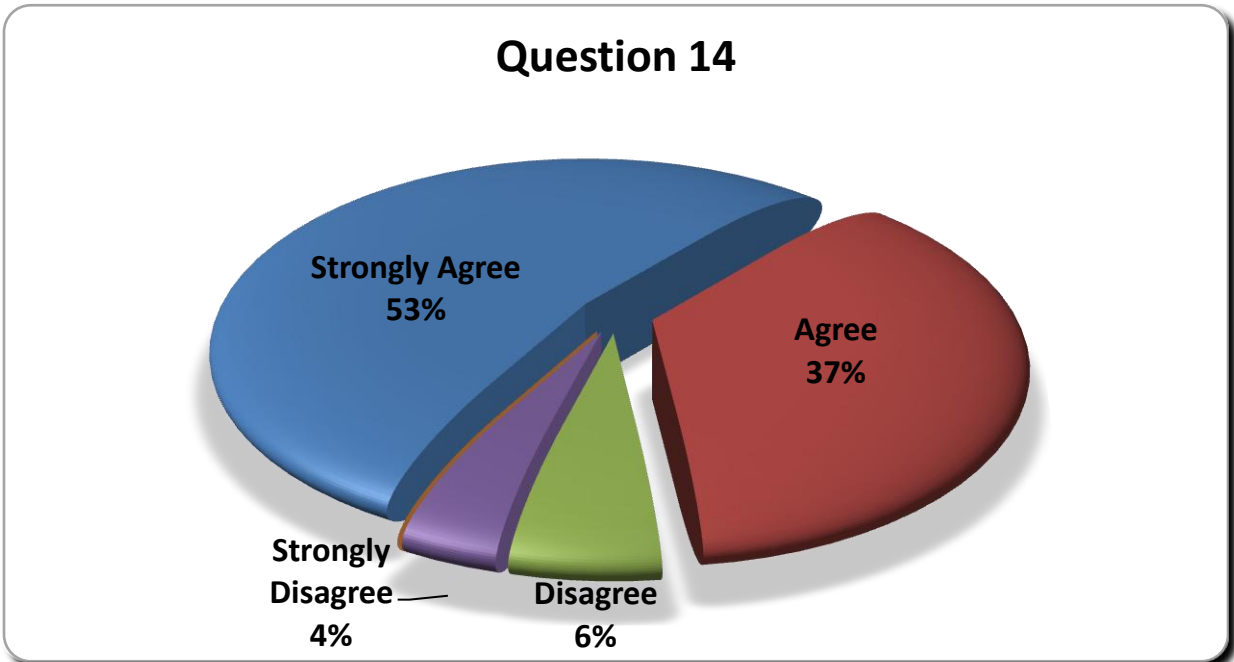


The following chart provides a percentage breakdown of the 73 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

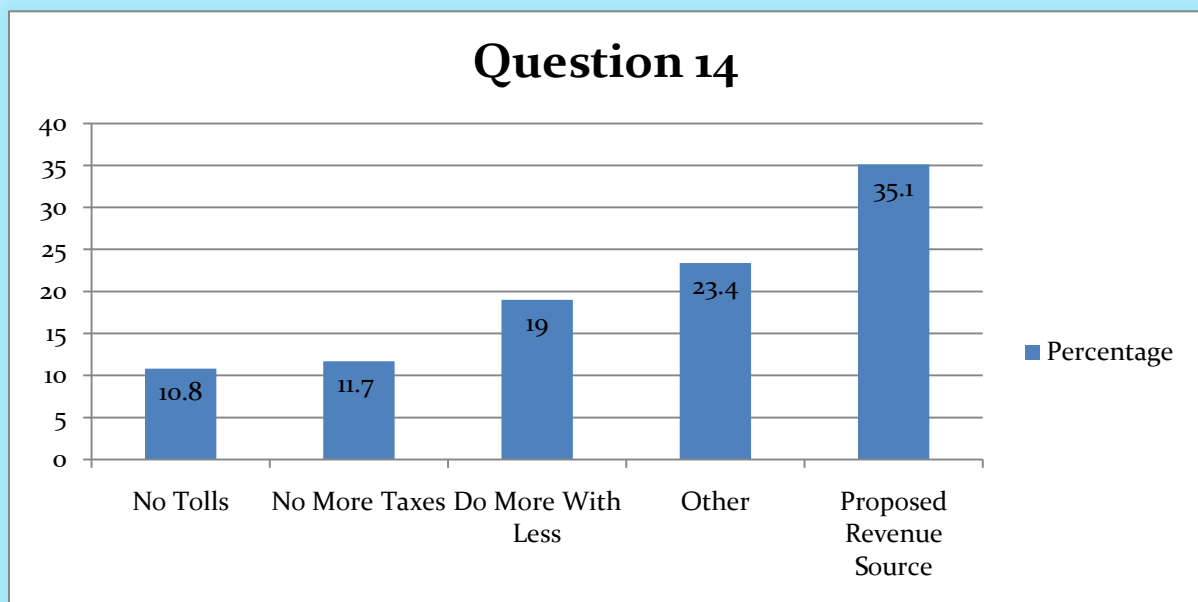


QUESTION No. 14

Find new sources of revenue



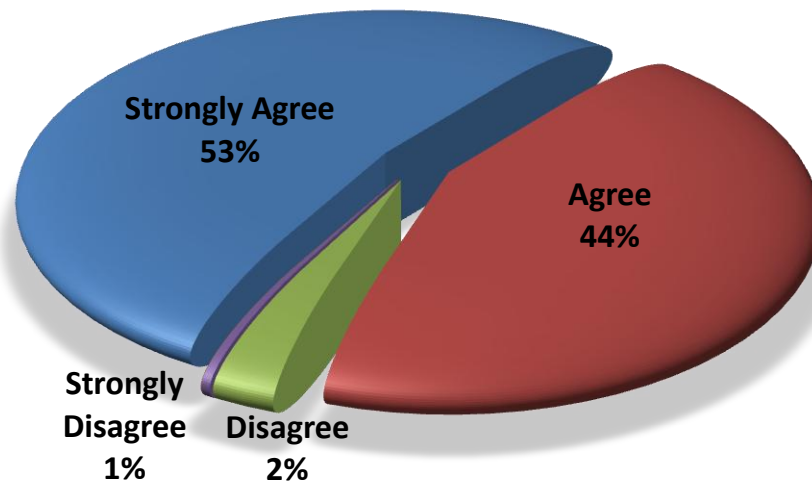
The following chart provides a percentage breakdown of the 111 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:



QUESTION No. 15

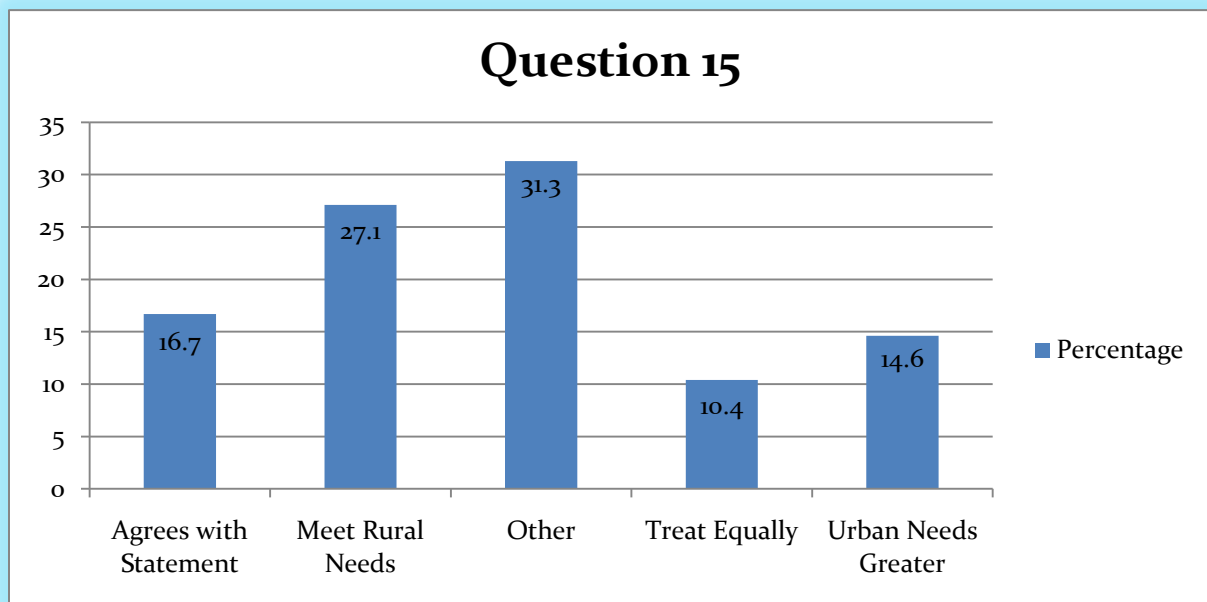
Recognize differences in urban and rural transportation needs and identify changes to create funding flexibility for better meeting those needs

Question 15



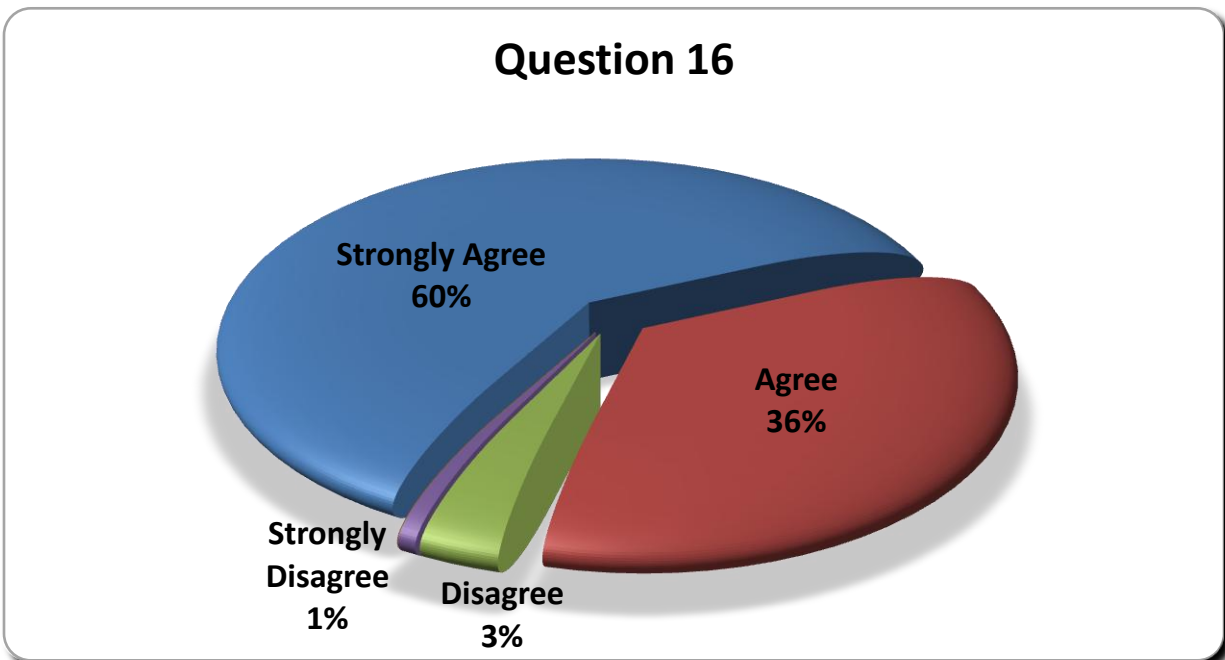
The following chart provides a percentage breakdown of the 48 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

Question 15

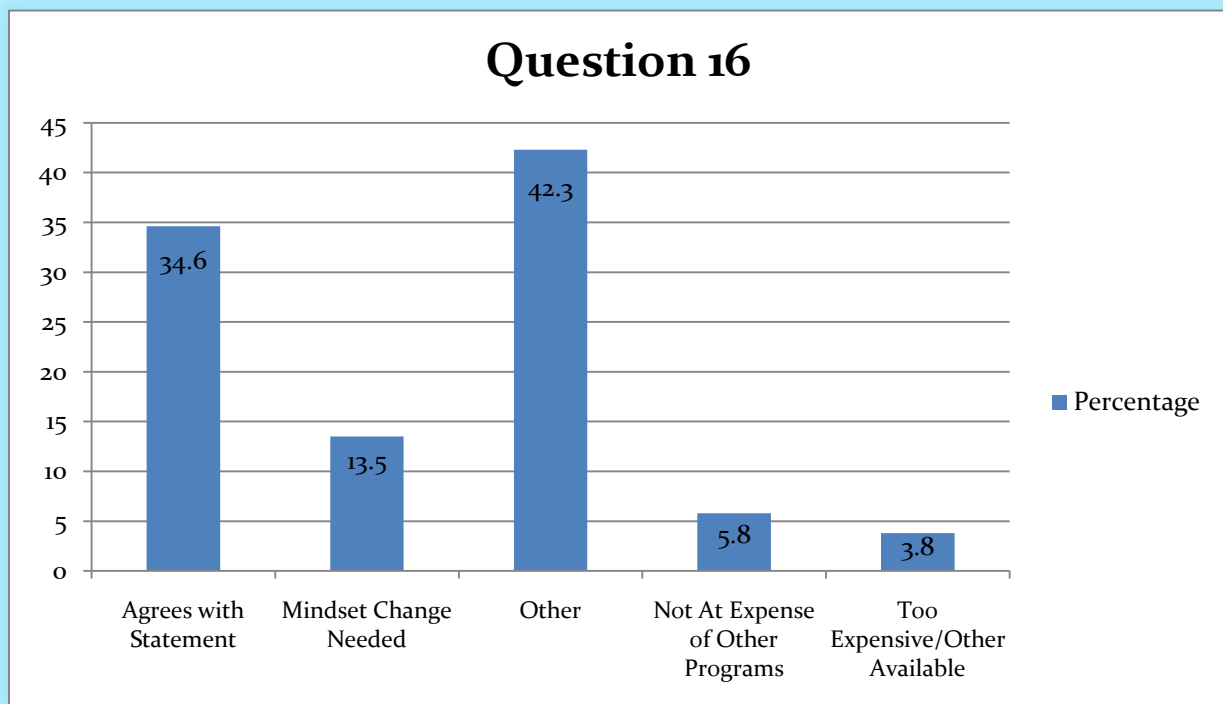


QUESTION No. 16

Use technology to make NCDOT more efficient

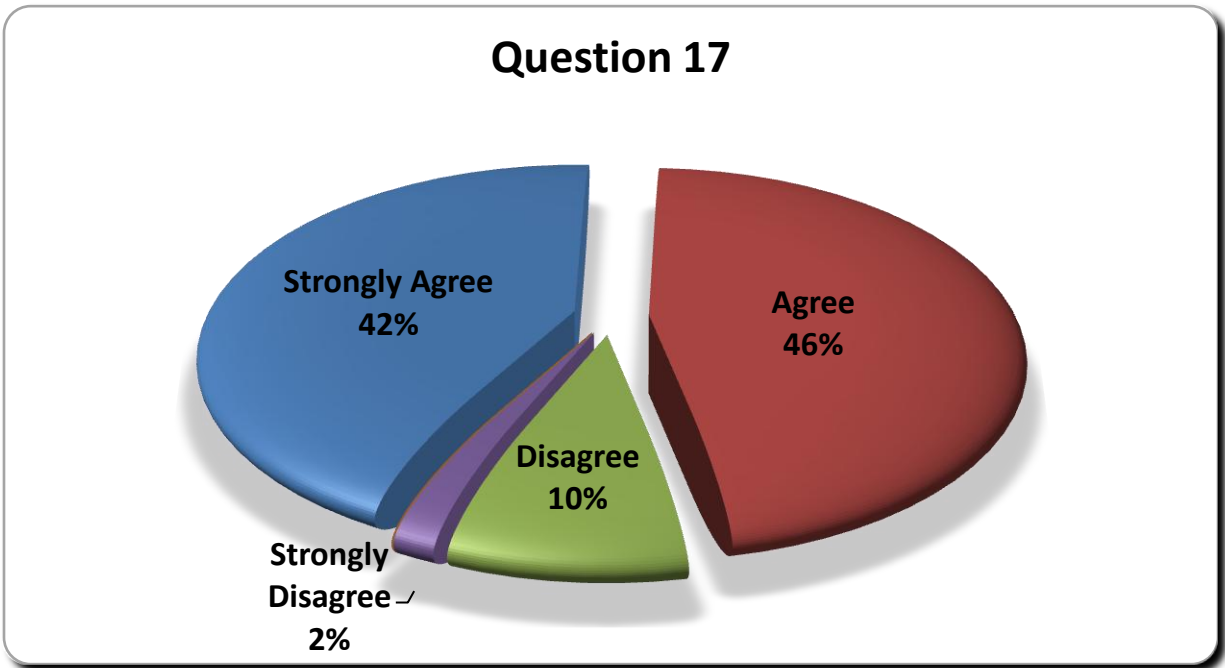


The following chart provides a percentage breakdown of the 52 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:

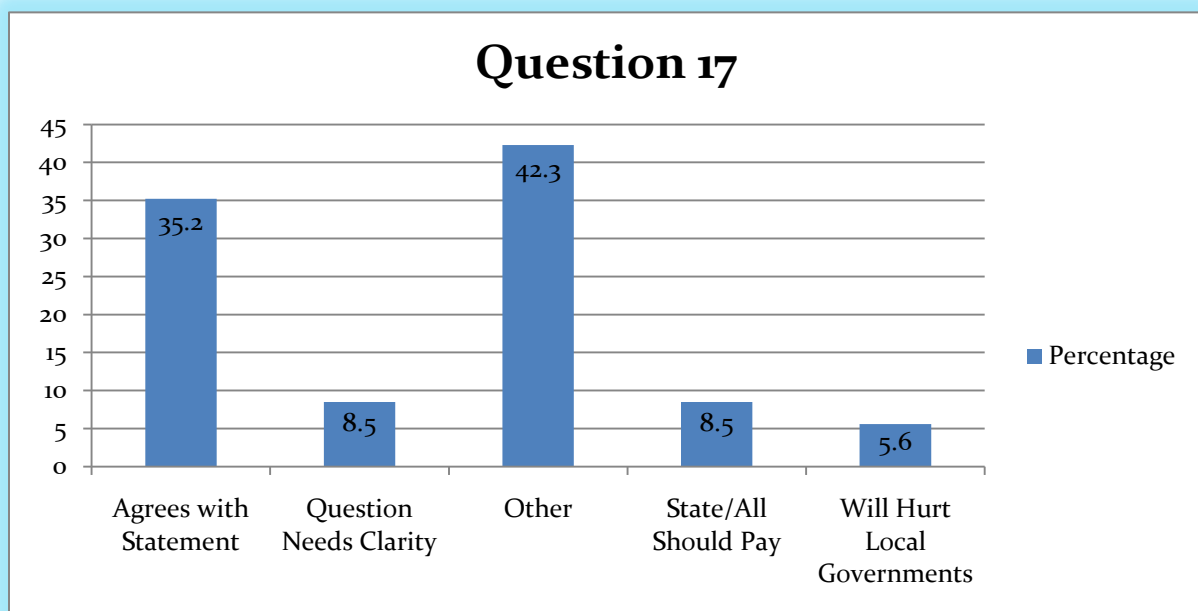


QUESTION No. 17

Improve opportunities for NCDOT's partners to accelerate improvements of regional and local systems by allowing increased local transportation spending



The following chart provides a percentage breakdown of 71 comments received in response to the request to tell us why the respondent strongly disagreed with the statement or recommendation:



QUESTION No. 18

Any additional comments?

There were 285 additional comments, the topics of which ranged from specific roads that people want built, to directing NCDOT to stop waste; to urging NCDOT to invest more in public transportation, and in particular, passenger rail, to comments about the survey itself. A complete listing of all comments is available on request.

The following chart provides a percentage breakdown of the major categories of additional comments received.

